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November 7, 2002

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To: Community Based Alternatives (CBA)  
Home and Community Support Services (HCSS) Providers

Subject: Long Term Care (LTC)  
Information Letter No. 02-34  
Procedures for Requests for Increased Nursing Services in the  
Community Based Alternatives (CBA) Program

It has recently been reported that some Home and Community Support Services (HCSS) agencies are requesting increases in nursing hours for all clients. These requests must be treated as any other request and each one considered on the individual circumstances of the client's needs.

The CBA Provider Manual, Section 4452.2, outlines the procedures for routine service plan changes to the Individual Service Plan (ISP). Rule §48.6023 states:

"The Home and Community Support Services agency must submit routine service plan changes, for all services except personal assistance services, within seven Texas Department of Human Services (DHS) work days of identifying the need for a change in the service plan by submitting the following:

1. Form 2067, Case Information, containing the rationale for service plan change, the type and amount of additional services needed and the anticipated duration, signed by the home and community support services agency professional;
2. the appropriate individual service plan (ISP) attachment page B-E, identifying the service plan change, signed by the provider professional;

3. documentation of necessity from a physician, physician's assistant, registered nurse, nurse practitioner, or therapist for any adaptive aid, medical supply, or minor home modifications identified."

Within 14 days of receipt, the case manager must determine if an ISP change is necessary by evaluating the documentation submitted. For nursing services this should include:

- Evaluating the rationale for the service plan change to see if it includes a new diagnosis or specifies what has changed in the client's condition, functional needs, environment or caregiver support/third party resources that requires additional nursing services. There should be adequate supporting medical information.
- Checking the appropriate ISP attachment, Form 3671-C, identifying the service plan change.
- Checking Form 3671-F for supporting detailed information about the type and amount of additional nursing services needed and the anticipated duration.

In addition, the CBA Provider Manual, Section 4413.1, Utilization of Other Resources, requires that the HCSS must access all third party resources identified by the case manager before CBA services are provided. The HCSS must:

- Evaluate if the needed nursing services can be provided through Medicare, Medicaid or another third party resource;
- If the client has not met homebound status, re-evaluate the client for homebound status based on the new nursing needs and submit documentation supporting the decision; and
- If Medicare, Medicaid, or another third party resource cannot provide services, submit a statement including the source and reasons why the skilled nursing cannot be provided.

Upon receipt of a change request, the case manager must review the request and evaluate if adequate supporting documentation has been submitted. The case manager may contact the client for additional information regarding the change in his/her condition. If there are questions regarding the request for increased services, the case manager may consult with the regional nurse or request additional documentation from the HCSS agency. The determination to approve or disapprove

the request must be made on the basis of the necessity of the request related to the client's disability or medical condition.

Please contact your contract manager if you have any questions.

Sincerely,

**Signature on file**

Becky Beechinor  
Assistant Deputy Commissioner  
Long Term Care Services

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